

Conflict



MANAGEMENT

OVERVIEW

- ➡ Define conflict
- ➡ Explain the negative connotations associated with conflict situations
- ➡ Define the levels of conflict
- ➡ Explain the positive and negative factors of conflict
- ➡ Describe the methods for managing conflict

The nature of conflict

➤ **Conflict is inevitable in any group that is together for any length of time.**

□ **Different people will have different views, ideas, and opinions.**

□ **Conflict occurs whenever there is no internal harmony within a person, or whenever there is a disagreement or a dispute between individuals.**

Negative connotations associated with conflict situation

 Getting angry is a waste of time

 They won't understand me

 I'm afraid of the consequences

 Confrontation is unprofessional

 They will only counter my argument

Levels of conflict

- ▢ **Intrapersonal conflict**
- ▢ **Interpersonal conflict**
- ▢ **Intragroup**

Sources of conflict

- ▮ Different values and beliefs
- ▮ Role pressure or clarification
- ▮ Perception differences
- ▮ Diverse goals or objectives
- ▮ Group status or identity
- ▮ Race, ethnicity, or gender differences

Sources of conflict (continued)

- ▮ Personality clash or conflict
- ▮ Competition for limited resources
- ▮ Disagreement on how things should
- ▮ Personal, self, or group interest
- ▮ Tension and stress
- ▮ Power and influence

Negative factors of conflict

- ▮ Diverts attention from important issues
- ▮ May damage morale
- ▮ May cause polarization
- ▮ Reinforces differences in values
- ▮ Produces regrettable behavior

Positive factors of conflict

- ▮ Stimulates interest
- ▮ Forum for discussions
- ▮ Increases cohesiveness
- ▮ Promotes change
- ▮ Provides means to work together

Methods for managing conflict

□ Denial or Avoidance

□ Suppression

□ Power or Dominance

□ Third party intervention

□ Compromise or Negotiation

□ Integration or Collaboration

Summary

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